

## City of Alexandria

### Transportation & Environmental Services, Mobility Services Division

#### Phase I Pilot Dockless Mobility Program

#### Timeline

- In November 2018, City Council approved the pilot. The Dockless Mobility Pilot program began in January 2019.
- A Dockless Mobility Pilot program update to Council was released on July 23, 2019. The memo provides data, action items taken during the pilot and an outline of the steps to be taken and process for the duration of the pilot.
- In summer and fall 2019, Staff made changes to improve the program, including geofencing, installing parking corrals, and extensive public outreach through events and a community feedback form.
  - The City installed 13 "[Parking Corrals](#)" and requested that companies stage their devices in these locations to encourage users parking for better organization. Parking corrals are visible in company apps. No parking spaces were removed to create the parking corrals.
  - Market Square, the City Marina, Waterfront Park, and the construction zone near King Street Metro were "[geofenced](#)" to prohibit riders from ending a trip in those areas.
  - Staff solicited community input through two non-scientific feedback forms and worked with operators to host education outreach events.
- In order to evaluate the data collected through September 2019 and compile a comprehensive report and recommendation for City Council in December 2019, the pilot was extended through the end of 2019.
- Staff presented draft recommendations to improve the program for a Phase II pilot in 2020 in October, November and December 2019.
- The City accepted [permit applications](#) from operators throughout 2019. All operators were required to sign the [2019 Memorandum of Understanding](#), which described the City's requirements and expectations. Permits were issued to [Lime](#), [Lyft](#), [Jump](#), [Bird](#), [Bolt](#), [Skip](#), and [Spin](#) to operate scooters and e-bikes within the City right of way.

#### 2019 Pilot by the Numbers

- Approximately active 15,000 users were registered with Alexandria zip codes
- There were about 260,000 trips through October 2019
- Nearly half of scooter riders reported that they replaced a driving trip with a scooter through the Pilot Program
- 20 to 25 % of scooter trips started or ended near a Metro stop before the Summer 2019 Metro Shutdown (Platform Improvement Project)
- Approximately 2/3 of complaints received in the dockless email inbox were related to parking